

ABSTRACT OF THE DISCLOSURE

A method for servicing, reconfiguring and/or updating a wireless data collection device, wherein a diagnostic program is provided in the wireless data collection device 5 for diagnosing the operation of the device. A request to service, reconfigure and/or update is received and the diagnostic program is remotely initiated using a TCP/IP communications protocol over a network. Outputs from the diagnostic program are communicated to the network using 10 the TCP/IP communications protocol and servicing, reconfiguring and/or updating information is provided to a user of the device based upon the outputs from the diagnostic program.